

SECURING COMPUTING SERVICES
FROM OTHER UNIVERSITIES

OHIO'S EXPERIENCE

Allan Lines
Extension Economist
Farm Management
The Ohio State University
March 1979

A CONSCIOUS DECISION TO NOT
RE-INVENT THE WHEEL

I. VENDORS USED

UNIVERSITY

MSU

PURDUE

VPI

OSU

PRIVATE

COMSHARE

MADDY

II. RATIONALE

BETTER USE OF LIMITED RESOURCES

REDUCE PROVINCIAL ATTITUDES

PERMIT EMPHASIS ON IMPLEMENTATION

REDUCE NEED FOR

PROGRAMMERS

SYSTEM MAN AGERS

OVERLOADED COMPUTER

TAP RESOURCES OF OTHER UNIVERSITIES

WE PAY VARIABLE COSTS

THEY ABSORB MUCH OF FIXED COSTS

BOLSTER OUR WEAK POINTS

III. PROCESS

1. REVIEW SYSTEM

EQUIPMENT REQUIRED

AVAILABILITY

LOCAL

LONG DISTANCE

RESERVATION

COMPETITION

TIMELINESS

SERVICE

PROGRAM REVISION

INSTRUCTION MATERIALS

SYSTEM

MODELS

BILLING

FREQUENCY

BREAKDOWN

USER

PROGRAM

COSTS

FLAT RATE

ITEMIZED

CPU

CONNECT TIME

STORAGE

INPUT-OUTPUT

2. REVIEW MODELS

ASSIGNED TO SPECIALIST
REVIEW - REVISE - TEST
IMPLEMENT APPROVED MODELS

3. OBTAIN ACCOUNTS

TYPES

TEACHING
RESEARCH
EXTENSION
EDUCATION
SERVICE

USERS

DEPARTMENTS
COURSES
STUDENT
FACULTY

AREA OFFICES

GENERAL

INDIVIDUAL AGENTS

COUNTY OFFICES

GENERAL

INDIVIDUAL AGENTS

IV. AGENT CONCERNS

1. INFREQUENT USE
RELEARN SIGN-ON
RELEARN MODEL
2. MULTIPLE SIGN-ON PROCEDURES
PHONE NUMBERS
CODES
DUPLEX
SPEED
CORRECTIONS
3. TOO MANY MODELS
4. INADEQUATE SPECIALIST SUPPORT
5. COSTS

V. SPECIALIST CONCERNS

1. RETARD SPECIALIST DEVELOPMENT

2. INADEQUATELY RESOURCED MODELS

REVIEW

IMPLEMENTATION

"IT'S NOT MY MODEL -- LIMITED PAYOFF"